

Reference:	FOI.4088.20
Subject:	Mobile and telephony contracts
Date of Request:	25 September 2020

Requested:

Telephony System

1. What is your current telephony system?
2. How many users of the telephony system?
3. When is the contract up for renewal?
4. Are you considering or interested in Microsoft Teams Voice (Direct Routing)?
5. The name (separately) and email address of the primary contact for this contract?
6. Current annual spend?

Mobile phone contracts

1. Who is your current mobile phone provider?
2. How many mobile connections?
3. When is the contract up for renewal?
4. How long do you contract for (24 or 36 months)?
5. The name (separately) and email address of the primary contact for this contract?
6. Current annual spend?

Crown Commercial Services frameworks

Do you procure through the Networks Services 2 framework? (RM3808 previously RM1045). If not, how do you procure mobiles and telecommunication services/solutions

Response:

Telephony System

Some of the information requested is already within the public domain; therefore, Hywel Dda University Health Board (UHB) has applied an exemption under Section 21 of the Freedom of Information Act 2000 (the Act), as the information is accessible by another means for questions 1, 2 and 5. The UHB has previously answered a similar Freedom of Information request, FOI/3431/20, which is available on our disclosure log.

For ease of reference please click on the attached link which will take you directly to the UHB's disclosure log webpage:

<https://hduhb.nhs.wales/about-us/governance-arrangements/freedom-of-information/disclosure-log/>

3. The UHB confirms that the number of telephone system users across the UHB is 6,500.
4. The UHB confirms that it is interested in Microsoft Teams Voice (Direct Routing) and is currently in the planning stages of this project.
6. The UHB confirms that the current annual spend for its telephony systems is £127,370.35 plus VAT.

Mobile phone contracts

1. The UHB confirms that the current mobile phone providers are EE and Vodafone.
2. The UHB provides, within the table below, the number of mobile connections with each of its providers.

Mobile provider	Connections
EE	1,592
Vodafone	1,215

3. Not applicable.
4. The UHB confirms that the contract lengths are for 24 months.
5. The UHB confirms, the primary contact for this contract Paul Solloway, Head of ICT who is contactable by email: paul.solloway@wales.nhs.uk
6. The UHB confirms that the current annual spend for its mobile phone contracts is £133,368 plus VAT.

Crown Commercial Services frameworks

The UHB confirms that it does not procure through the Networks Services 2 framework. The UHB's mobile and telecommunication services are procured directly with the telephony companies.